












MANAGED CARE ORGANIZATION'S PAYER INTERNET GUIDE **Healthcare Providers -- How the Internet Can Work for You**


The checklist below provides an overview of the Internet capabilities offered to participating providers by the seven Maryland HealthChoice Program participating Managed Care Organizations. More detailed descriptions of each payer's Internet capabilities are also provided on the pages that follow. Many payer Websites offer additional information for

providers, such as formulary information, credentialing assistance, provider profile update capabilities, coding assistance, and medical information. Consult each payer's Website for more information as well as updates and expansion of their Internet capabilities.

PROVIDER INTERNET CAPABILITIES OF MARYLAND'S 7 MANAGED CARE ORGANIZATION PAYERS

	ELIGIBILITY	BENEFITS	CLAIM STATUS	CLAIM SUBMISSION	REFERRAL	AUTHORIZATION/ CERTIFICATION/ NOTIFICATION	CLAIMS APPEALS
Amerigroup Community Care Diamond Plan							
Coventry Healthcare Diamond Plan						Coming November 2, 2008	
Jai Medical Systems	Website used to Contact Payer Only.						
Maryland Physicians Care							
MedStar Family Choice	 With Siemens/HDX						

Priority Partners							
UnitedHealthcare					Not Necessary		

 in a column indicates that the payer has this Internet capability

Updated November 2008

MANAGED CARE ORGANIZATIONS PAYER INTERNET GUIDE







Access and Enrollment

PAYER	HOW TO ACCESS	HOW TO ENROLL
AMERIGROUP COMMUNITY CARE DIAMOND PLAN	<ul style="list-style-type: none"> ◆ To access Amerigroup Community Care, go to https://www.amerigroupcorp.com/providers and select "Maryland." In the Provider Login box, you have options to login and register. 	<ul style="list-style-type: none"> ◆ Click on "Register Here" in the new user section of the provider Login box. The initial user should obtain a registration code from your AMERIGROUP provider relations representative. The user will be designated as a Delegated Administrator (DA). Additional approved users can register online. ◆ Select an account administrator for your practice. The account administrator is responsible for adding and deleting users. Select "Click Here To Register Your Practice" which appears on our home page. Username will be e-mailed within a day to the email account as designated on the setup form on www.directprovider.com. Once a username is received the account administrator can register additional users.
COVENTRY HEALTHCARE DIAMOND PLAN	<ul style="list-style-type: none"> ◆ To access Coventry Healthcare Diamond Plan, go to https://www.chcde.com/templates/index.asp?itemID=8751&link-child&Communit. 	<ul style="list-style-type: none"> ◆ No need to sign up to view the information on the website.
JAI MEDICAL SYSTEMS	<ul style="list-style-type: none"> ◆ To access Jai Medical System's online services, go to: www.jaimedicalsystems.com, and select "For Providers." 	<ul style="list-style-type: none"> ◆ Network providers must furnish to MPC fully-completed Above Health registration forms and web portal agreements.
MARYLAND PHYSICIANS CARE	<ul style="list-style-type: none"> ◆ To access Maryland Physicians Care's Above Health website, go to: https://marylandphysicianscare.abovehealth.com/ and enter MPC-assigned user name and password. 	<ul style="list-style-type: none"> ◆ Providers need to register with the claims vendor in order to be able to submit claims.
MEDSTAR FAMILY CHOICE	<ul style="list-style-type: none"> ◆ To access MedStar Family Choice, go to: https://www.medstarfamilychoice.net. Providers can submit claims on-line through the claims vendors' website, not directly through the MedStar Family Choice website. 	<ul style="list-style-type: none"> ◆ No information available at this time.
PRIORITY PARTNERS	<ul style="list-style-type: none"> ◆ To access Priority Partner's Online go to: www.jhhc.com, and click on "Login" link on the left hand side of the screen, and enter Priority Partner's-assigned user name and password. ◆ Providers can also go to www.ppmco.org to review information on benefits. 	<ul style="list-style-type: none"> ◆ User IDs and passwords are issued to a Main ID Owner within the provider organization. The Main ID Owner can issue Administrative and Standard User IDs and passwords to other provider organization staff. Administrative Users can also create IDs & passwords for Standard Users. ◆ Providers must also register for access to AmeriChoice online services. Go to "Secure Online Service" on the AmeriChoice website for registration information.
UNITED HEALTHCARE	<ul style="list-style-type: none"> ◆ To access United Healthcare Online go to: www.unitedhealthcareonline.com, and click on the "New User" link in the upper right hand corner of the screen. ◆ For the United Healthcare MCO, AmeriChoice, website, go to: www.americhoice.com, and select "Secure Online Services." 	

PAYER INTERNET CAPABILITIES – AMERIGROUP COMMUNITY CARE

 = **Payer has internet capability**



ELIGIBILITY

-  Subscriber Name
- Subscriber Address
- Employer (n/a)
-  DOB
- Coverage Effective Date
- Coverage Termination Date
-  Subscriber ID number
-  PCP Name
-  Coverage/insurance type
-  OHI information

REFERRAL

- Create
- Update
- View
- Print capabilities
- Services requiring referral

PREAUTHORIZATION

-  Request
- Update
-  Services needing preauthroization
- Preauthorization telephone #

BENEFITS

Patient Cost Sharing Information

(not necessary)

- Copay per visit
- PCP

Annual Amounts









- Deductible
- Coinsurance
- Out-of-pocket max

YTD Amounts

- Deductible
- Coinsurance
- Out-of-pocket max














Benefits Information

(online resources available)

-  Plan Name
-  Hospital admission
-  Emergency room
-  Urgent care
-  Mental health
-  Lab Imaging
-  Vision
-  Pharmacy
-  Exclusions

CLAIMS

Claims Status

- Days of claim history online
- Claim received date
-  Member ID number
-  Date of service
-  Claim status
-  Claim amount charged
-  Claim total paid
-  Claim processed date
-  Insurance type
-  Update/Resubmission
-  Claim paid date (PaySpan)
-  Claim line detail (PaySpan)
-  Payee name and address (PaySpan)
-  Check/EFT amount (PaySpan)
-  Check/EFT date (PaySpan)

Claims Appeals

- Initiate appeal
- View status/updates
- Additional information required
- View claim appeal & review process









Last update of payer information: October '08

PAYER INTERNET CAPABILITIES – COVENTRY HEALTHCARE DIAMOND PLAN

 = **Payer has internet capability**





ELIGIBILITY

-  Subscriber Demographics
-  DOB
-  Coverage Effective/Termination Date
-  Member ID Card Link
-  Other insurance information (if applicable)
-  Batch Eligibility

REFERRAL



Not Applicable

PREAUTHORIZATION




-  Inquiry
-  Updates
-  Appeal and Reconsideration Request (Non Urgent Appeals only)
-  New Submission (available 11/2/08)

BENEFITS




Patient Cost Sharing Information

-  PCP information
-  Displays copay amount for PCP, Specialist, ER

Annual Amounts

-  Deductible
-  Coinsurance
-  Out-of-pocket max

YTD Amounts









-  Deductible
-  Coinsurance
-  Out-of-pocket max

Benefits Information

-  Member Benefits/Riders

CLAIMS

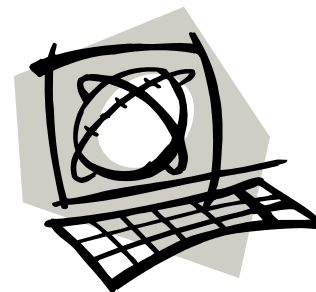
Claims Status

-  Claim status
-  Claim total paid
-  Claim paid date
-  Claim line detail
-  Claim history inquiry
-  Check number/EFT number and date
-  View image of remittance advice
-  On-Line Claims Adjustments *

*Certain claims are not eligible for on-line claims adjustments. If the claim is not eligible for dispute, the "Request Adjustment" button will be unavailable on the Claim Detail screen.

Claims Appeals

Not available at this time (10/2008)



Last update of payer information: October '08

PAYER INTERNET CAPABILITIES – JAI MEDICAL SYSTEMS

 = Payer has internet capability

ELIGIBILITY

BENEFITS

CLAIMS

Patient Cost Sharing Information

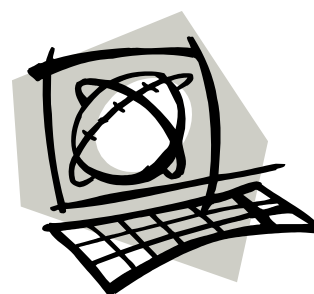
Claims Status

REFERRAL

Benefits Information

Claims Appeals

PREAUTHORIZATION







Last update of payer information: *October '08*




PAYER INTERNET CAPABILITIES – MARYLAND PHYSICIANS CARE

 = **Payer has internet capability**

ELIGIBILITY













-  Enrollee Demographics
-  DOB
-  Coverage Effective & Termination Date
-  PCP Name

PRECERTIFICATION

-  Request and Inquiry
-  Services Requiring Precertification
-  Telephone and Fax Submission Information








BENEFITS

Benefits Information

-  Plan Name
-  Enrollee Rights and Responsibilities
-  Hospital Admission
-  Emergency Room
-  Primary and Specialty Mental Health
-  Self Referral Services
-  Lab
-  Diagnostic
-  Vision
-  Dental
-  Pharmacy
-  Exclusions/Limitations

CLAIMS

Claims Status

-  Claims Receipt Date
-  Claim Number
-  Claim Status
-  Paid Date
-  Paid Amount
-  Check Number
-  Check Date



Last update of payer information: October '08

PAYER INTERNET CAPABILITIES – MEDSTAR FAMILY CHOICE

 = **Payer has internet capability**

ELIGIBILITY

 Eligibility Coverage*

BENEFITS

Patient Cost Sharing Information

CLAIMS

Claims Status

 Claim status

REFERRAL

Benefits Information

PREAUTHORIZATION

Claims Appeals

*with Siemens/Health Data
Exchange clients



Last update of payer information: *October '08*



PAYER INTERNET CAPABILITIES – PRIORITY PARTNERS

 = Payer has internet capability

ELIGIBILITY

 Member Eligibility

REFERRAL

Referrral Guidelines

PREAUTHORIZATION

Preauthorization Inquiry

BENEFITS

Patient Cost Sharing Information


Benefits Information

 Provider Directory

CLAIMS

Claims Status

 Claim Status

 Check Payment Status

Claims Appeals

Instructions



Last update of payer information: October '08






PAYER INTERNET CAPABILITIES – UNITEDHEALTHCARE

Please note: UnitedHealthcare and their MCO, AmeriChoice, have their own websites. Their individual internet capabilities are distinguished as follows:






 = UnitedHealth Care has internet capability

★ = AmeriChoice has internet capability






ELIGIBILITY

-  ★ Subscriber Name
-  ★ Subscriber Address
Employer
-  ★ DOB
-  ★ Coverage Effective Date
-  ★ Coverage Termination Date

REFERRAL



-  Create
-  Update
-  View
-  Print capabilities
-  Services requiring referral

NOTIFICATION REQUIREMENTS (Inpatient Admission/Outpatient Surgery Notification/Home Health)




-  ★ Request
-  ★ Update (★ outpatient only)
-  ★ View
-  Services needing notification
-  ★ Notification telephone #

BENEFITS




Patient Cost Sharing Information

-  Copay per visit
-  PCP










Annual Amounts

-  Deductible
-  Coinsurance
-  Out-of-pocket max

YTD Amounts








-  Deductible
-  Coinsurance
-  Out-of-pocket max

Benefits Information


-  Plan Name
-  Hospital admission
-  Emergency room
-  Urgent care
-  Mental health
-  Lab
-  Imaging
-  Vision
-  Pharmacy
- Exclusions

CLAIMS

Claims Status

- Days of claim history online
-  Claim received date
-  Claim status
-  Claim processed date
-  ★ Claim total paid
- ★ Claim paid date
-  ★ Claim line detail
- Payee name and address
-  ★ Check/EFT amount
-  ★ Check/EFT date

Claims Appeals

-  Initiate appeal
- View status/updates
- Additional information required
- View claim appeal & review process



Last update of payer information: November '08